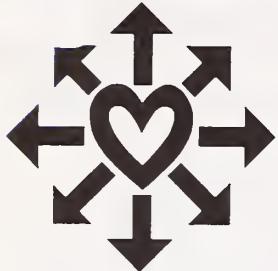


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Evaluating the Volunteer Program

LESSON 6

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PURPOSES OF THE LESSON

This lesson is designed to help the professional EFNEP staff evaluate the EFNEP volunteer program, and to provide tools for measuring the progress of volunteers. It will help them see how well they have identified, recruited, and trained volunteers.

USING EVALUATION INFORMATION

Information obtained in the evaluation process may be used by the EFNEP staff and the volunteer to—

- Identify the amount and type of training needed for volunteers
- Judge the volunteers' potential for new roles on the leadership ladder
- Acquaint volunteers with their individual progress and deficiencies—useful in supervision and guidance
- Determine how well the volunteer is reaching EFNEP objectives
- Provide information on the success of EFNEP.

Evaluation of the EFNEP volunteer program should be a cooperative effort. the EFNEP professional staff, the supervisor of volunteers, the volunteers being evaluated, and clientele with whom the volunteer works should all be involved.

Evaluation should be a continuing process. It can indicate the amount and kind of volunteer contribution, and the results.

Evaluation should include assessment of leadership development and progress of randomly selected volunteers, and their clientele.

Periodically assess the results of the total EFNEP volunteer dimension and its impact on the program and the community.

Use the objectives of EFNEP as criteria for judging the quality and effectiveness of the volunteer training and development program.

Evaluating the Leadership Growth of each volunteer requires a planned effort by both the professional staff and the volunteer.

You can use formal or informal methods to evaluate the volunteer's leadership performance and the results with clientele.

Ask volunteers—

- "How are you doing on the job?"
- "Are you helping accomplish the EFNEP objectives?"
- "Did the training you received help you?"
- "Are you reaching EFNEP goals?"

When the volunteers began their service with EFNEP, what was their level of leadership (low, medium, or high)?

Criteria for Evaluating Volunteer's Progress

Look for these signs of progress in the volunteer—

- Increased confidence and ability to work independently
- Improved understanding of EFNEP job
- Improved appearance
- Greater knowledge of subject matter
- More positive attitude toward the importance of the EFNEP job.

Other evidences of volunteer growth are—

- Reaching a larger number of clientele
- Assuming more difficult responsibilities

- Making progress toward EFNEP goals
- Interacting more during planning sessions
- Involving more clientele in program planning
- Delegating more work to others
- Using a greater variety of teaching techniques
- Increasing ability to communicate.

Evaluating Clientele Progress

Helping volunteers learn to evaluate the progress of their clientele is an essential part of their training. Evaluation also helps in program planning.

Evaluation instruments are designed to assess the attitudes, knowledge, and skills of the clientele participating in the learning experiences provided by the volunteer leaders.

Aides can measure the progress of EFNEP homemakers with the "Progression Model"

explained at the national EFNEP workshop, October 1976. They should do this at least every 6 months.

Evaluation of the progress of EFNEP youth could include:

- Comparing the number of participants starting with the number completing.
- Using pre-and post-test. (A good example of these is shown in the evaluation study of the EFNEP youth lessons by ES-USDA. This study was published by North Carolina Extension in January 1976.)

Using Interview Forms

Two of the following forms, for EFNEP youth and their parents, can help you evaluate the progress of both the clientele and the volunteer. The last form allows volunteers to tell you how they feel about their involvement in EFNEP.

YOUTH PARTICIPANTS INTERVIEW FORM



Name _____ Location _____

1. Age _____ 2. Sex _____ 3. Residence _____

4. Family size _____

5. Does any other member of your family participate in the 4-H EFNEP nutrition program?

If yes, who? _____

6. How did you hear about the program?

7. Why did you want to participate?

8. What activities have you participated in?

(a) What did you enjoy the most?

(b) What did you like the least?

9. Give some examples of what you learned about nutrition.
10. Can you mention any changes or benefits for yourself since you have been coming to these sessions?
11. Do you notice any changes for your family because of what you have told them about these sessions?
12. Is there anything you would like to see changed about the program?



INTERVIEW FORM FOR PARENTS OF EFNEP YOUTH

Name _____ Location _____

1. Number of youth ages 7-19 in family _____

2. Number of children in home participating in 4-H EFNEP _____

3. What types of 4-H youth activities do your children participate in?

4. What benefits have you seen in your children because they were enrolled in EFNEP?

5. Is there anything you would like to see changed about the nutrition program?



EVALUATION CHECKLIST FOR VOLUNTEERS

Recruitment

Did you hear of EFNEP's need for volunteers through—	YES	NO
• A program aide?	—	—
• A neighbor or friend?	—	—
• Radio and TV announcements?	—	—
• Other source?	—	—

Interview and Placement

Did you feel you were allowed sufficient time for a thorough interview?	—	—
Did the EFNEP recruiter try to discover your particular capabilities, interests and experience, and offer you a job related to these?	—	—
Did you have a good job description?	—	—
Did you understand—		
• What to do?	—	—
• When, where, and to whom to report?	—	—
• How many hours you were to work?	—	—
• What additional training was required?	—	—
• What equipment was supplied, and what you needed to prepare?	—	—
• Was an ending date for your job discussed?	—	—
• Did you feel free to say no?	—	—

Orientation and Training

Did you understand why the job you were doing was necessary, and how it fit into the total Extension picture?	—	—
Were you properly introduced to staff members and volunteers with whom you would work?	—	—

	YES	NO
Did you know what was expected of you as to your—		
• Performance on the job?	—	—
• Appearance?	—	—
• Ability to keep information confidential?	—	—
• Attitude toward clientele?	—	—
Did you receive information concerning meeting places?	—	—
Were you introduced to the Extension staff?	—	—
Have you had enough materials and literature to help you perform your job?	—	—
Did you have on-going training in the skills needed for your job?	—	—

Supervision

Did you know to whom you reported for work?	—	—
Where to get help and advice?	—	—
Did you know where and when you could find your supervisor?	—	—
As a new volunteer, was there always some experienced person available to work with you and show you what to do?	—	—
Did you feel free to talk to your supervisor?	—	—

Recognition

Did the EFNEP staff let you know you were needed and wanted?	—	—
Did the staff make a point of saying "thank you"—	—	—
• Informally—on a day-to-day basis?	—	—
• Formally and publicly—in the presence of fellow workers, staff, clients, family, and friends?	—	—

Comments:

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